

**COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS
AGENDA ITEM TRANSMITTAL**

(1) DEPARTMENT Human Resources	(2) MEETING DATE 7/8/2014	(3) CONTACT/PHONE Deborah Carlson 781-4882	
(4) SUBJECT Request to approve a 12-month service agreement with GovernmentJobs.com, Inc. in the amount of \$115,910 for the first year, for NEOGOV an integrated applicant tracking, onboarding, and performance appraisal system. All Districts.			
(5) RECOMMENDED ACTION It is recommended that the Board approve and direct the Chair to sign a 12-month service agreement with GovernmentJobs.com, Inc. effective July 8, 2014 in the amount of \$115,910 for the first year with an annual renewal option, for NEOGOV an integrated applicant tracking, onboarding, and performance appraisal system.			
(6) FUNDING SOURCE(S) 266 County-wide Automation Funds	(7) CURRENT YEAR FINANCIAL IMPACT \$115,910.00	(8) ANNUAL FINANCIAL IMPACT \$83,410.00	(9) BUDGETED? Yes
(10) AGENDA PLACEMENT <input checked="" type="checkbox"/> Consent <input type="checkbox"/> Presentation <input type="checkbox"/> Hearing (Time Est. ____) <input type="checkbox"/> Board Business (Time Est. ____)			
(11) EXECUTED DOCUMENTS <input type="checkbox"/> Resolutions <input checked="" type="checkbox"/> Contracts <input type="checkbox"/> Ordinances <input type="checkbox"/> N/A			
(12) OUTLINE AGREEMENT REQUISITION NUMBER (OAR) 19001428		(13) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: 112-2014-3 <input type="checkbox"/> 4/5 Vote Required <input checked="" type="checkbox"/> N/A	
(14) LOCATION MAP N/A	(15) BUSINESS IMPACT STATEMENT? No	(16) AGENDA ITEM HISTORY <input checked="" type="checkbox"/> N/A Date: _____	
(17) ADMINISTRATIVE OFFICE REVIEW Reviewed by Leslie Brown			
(18) SUPERVISOR DISTRICT(S) All Districts			

County of San Luis Obispo



TO: Board of Supervisors

FROM: Human Resources / Tami Douglas-Schatz
781-5959

DATE: 7/8/2014

SUBJECT: Request to approve a 12-month service agreement with GovernmentJobs.com, Inc. in the amount of \$115,910 for the first year, for NEOGOV an integrated applicant tracking, onboarding, and performance appraisal system. All Districts.

RECOMMENDATION

It is recommended that the Board approve and direct the Chair to sign a 12-month service agreement with GovernmentJobs.com, Inc. effective July 8, 2014 in the amount of \$115,910 for the first year with an annual renewal option, for NEOGOV an integrated applicant tracking, onboarding, and performance appraisal system.

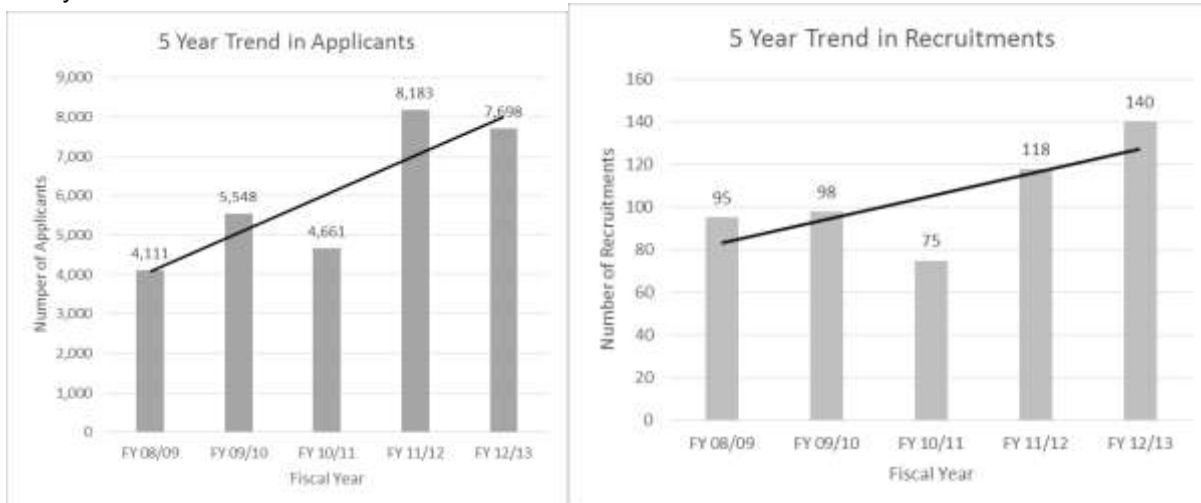
DISCUSSION

This service agreement implements the County's 2014-2015 goals to modernize the Recruitment and Selection processes enabling the County to use best practices in selecting and hiring the work force of the future. This system will enable us to:

- Cast a wider net for qualified applicants using social media;
- Improve the recruitment and selection experience for new candidates;
- Enable application completion via mobile devices such as smart phones or tablets;
- Integrate modern online examination methods;
- Automate the scoring and ranking of candidates;
- Provide greater transparency and streamline this process for applicants, hiring departments, and the Human Resources Department;
- Streamline the new hire process by bringing new hire forms online, implementing digital signatures and routing them to the appropriate people; and
- Modernize the Performance Appraisal systems by bringing a current paper process online as well as enabling us to implement more modern performance appraisals including evaluation of performance against County values and goals.

At the San Luis Obispo Board of Supervisors Meeting February 25, 2014 Tami Douglas-Schatz, HR Director presented *The State of Human Resources: Demographics, Trends, and Opportunities*. Within that presentation she noted the dramatic increase in applicants and hires that the County is currently experiencing. Twenty-five percent of the County workforce has changed since 2008 and 47% of County employees are eligible to retire in the next 5 years. This trend is consistent with a nationwide trend as the baby boomer generation retires. Trailing generations are smaller in size. Thus we face increased competition for the most qualified and talented candidates.

We are already experiencing increased volumes of applicants and recruitments. The charts below show the actual number of applicants and recruitments for 5 fiscal years. In the last 5 years we have seen the number of applications nearly double and a 32% increase in recruitments.



On June 17, 2014, your Board adopted the FY 2014-15 budget, which includes funding for purchase and implementation of the NEOGOV system.

The Human Resources Department selected the NEOGOV system which will modernize our recruitment and selection processes in order to:

- efficiently manage the increasing number of applicants and recruitments;
- increase our responsiveness to applicants in a competitive job market;
- modernize our selection and applicant scoring to identify the best candidates; and
- measure and gain additional efficiencies by implementing key performance indicators within this process.

As we form the next generation workforce, our intent is to use modern methods to recruit and select a workforce that provides excellent public service in alignment with the County's Organizational Values of Integrity, Collaboration, Professionalism, Accountability and Responsiveness.

The Human Resources Department after reviewing multiple solutions selected GovernmentJobs.com, Inc.'s NEOGOV Insight, Onboard and Perform software services. The contract was established through a cooperative agreement created by another governmental agency. Purchasing has validated the competitive requirements of the Contracting for Services Policy have been satisfied and the pricing is competitive.

The form of cooperative agreement we are using is called a Piggyback Contract. The National Institute of Government Purchasing (NIGP) defines a piggyback contract as "a form of intergovernmental cooperative purchasing in which an entity will extend the pricing and terms of a contract entered into by a larger entity. Generally a larger entity will competitively award a contract that will include language allowing for other entities to utilize the contract which may be to their advantage in terms of pricing, thereby gaining economies of scale that they normally would not receive if they competed on their own."

As GovernmentJobs.com, Inc. has participated and won many competitive bids with rigorous selection processes, using a Piggyback Contract saves the substantial County cost to purchase. The cost savings include staff time in developing solicitation documents, preparing to advertise the solicitation, accepting responses, responding to supplier questions, evaluating and scoring proposals. It also leverages economies of scale as the contract agreements are priced for volume and enables staff to focus on other job assignments. This type of purchase is covered in the board adopted Contracting for Services Policy section 4.1.3.

The NEOGOV services include:

- NEOGOV Insight is an online solution for applicants to apply for current job openings and for those involved in the selection process to evaluate and select the best candidate for hire
- NEOGOV Onboard automates the hire process including bringing forms online, implementing digital signature, routing the forms for approvals, and assigning onboarding tasks.
- NEOGOV Perform is an online solution for performance appraisal which is currently a paper process.

Please refer to the attached contract for further details of each modules' capability. We have selected NEOGOV Insight for these reasons:

1. Public Sector Focus. This solution has been well tested and implemented by over 800 public sector and education organizations of all sizes to recruit, select, and evaluate their workforce. NEOGOV serves more than 2 million employees and processes more than 10 million applicants.
2. Market Leader. NEOGOV has been recognized as the public sector market leader by leading industry analysts such as Gartner group, Inc. magazine and the Fortune 500. They have undergone significant scrutiny through comprehensive selection processes in other Counties and have been selected consistently. Other California Counties who have implemented their solutions include Sacramento County, County of Santa Barbara, Fresno County and City of San Luis Obispo.
3. Software as a Service. This software solution is fully hosted and web-based reducing our total cost of maintaining these systems by eliminating County costs for hardware and software upgrades and the personnel that would maintain this IT infrastructure. It also insures we remain current with changing legal requirements as updates to the software are applied consistently across all customers using the solution.

OTHER AGENCY INVOLVEMENT/IMPACT

This is a county-wide system that all departments will use for recruitment and selection, new hire onboarding, and employee performance appraisals. It will introduce process change and require leadership support and staff commitment and training County-wide for success. The Administrative Office is in agreement to contract with GovernmentJobs.com, Inc. to provide this system and services. The General Services Agency has approved the use of the cooperative agreement and has negotiated the terms of this agreement. The Office of the Auditor-Controller-Treasurer-Tax Collector and Information Technology Department will provide staff for IT project management and integration with the County's Enterprise Financial System (SAP) and the Integrated Document Management System. County Counsel has approved this contract for form and legal effect.

FINANCIAL CONSIDERATIONS

This contract provides services between GovernmentJobs.com, Inc. and the County of San Luis Obispo in the budgeted amount of \$ 115,910 for the first year. The amount for year one includes one-time costs for setting up the system, consulting and training. Each year thereafter, the County has an option to renew their annual subscription at \$83,410 per year. The contract provides for termination with 60 days' notice.

Funding for this contract is budgeted in Fund Center 266 County-wide Automation Funds.

RESULTS

Approval of this item will allow the County to contract for services of GovernmentJobs.com, Inc. to provide a modern recruitment, selection, onboarding and performance appraisal system.

With this system we will:

- Establish baselines for Human Resources Department performance measures in the areas of Recruitment, Onboarding and Performance Appraisals. This includes the new County performance measure number 2 for the 2014/15 budget, which reports the average number of calendar days from the day a department submits a requisition to HR until the employee's first day of work. Our current systems make the measurement and analysis of performance metrics a very time consuming process. With NEOGOV we will be able to establish and monitor performance metrics for the recruitment, onboarding and performance appraisal processes.
- Realize savings in staff time in the hiring and performance appraisal processes that will be reallocated to the Recruitment process. This translates to the following results over time:
 - Year One we will implement the new system and form a baseline for performance. It is expected in year one that we would see lower levels of performance as the county adjusts to using the new system.
 - Year Two we will exceed our performance metric number 2, with a goal of 96 days, which is an estimated 20% reduction.

It is important to remember that while we have a metric based on time that these measures include quality improvement. Quality will be measured via survey to applicants and hiring managers. Concurrently, we anticipate continued increases in the number of applicants and recruitments year over year because of impending retirements.

- Retain talented employees by promoting job specific performance targets aligned to County goals and measuring performance relative to the County values of Integrity, Collaboration, Professionalism, Accountability, and Responsiveness.

Implementing automated processes will reduce the County's environmental impact through reducing the estimated use of ~38,000 pages (76 reams) of paper within the recruitment, hiring and performance appraisal processes each year. Beyond the performance efficiencies of moving from paper to online processes, this reduces our consumption of over 500 pounds of wood and over 5000 gallons of waste water used in the manufacture of the paper we will eliminate.

ATTACHMENTS

1. Attachment 1 GovernmentJobs.com Contract